

Process Improvement Team – Report on Progress

Director/Head of Department: Liam Murphy, Chief Executive
Report Author: Hilary Mitchell, Head of Policy and Performance

Recommendation: that the Committee notes the progress made by the Process Improvement Team (PIT) between August 2007 and February 2008.

1. BACKGROUND

The report at Appendix “A” sets out the background.

2. ISSUES TO BE CONSIDERED

The Committee is asked to reflect on the type of work that the PIT has been involved with, the changing requirements on the Council made by Government and customers, and give its views on the proposed work programme for the next six months.

3. CORPORATE PLAN

Please see report at Appendix “A”.

4. BENCHMARKING

There are few comparable teams established in district councils at present. However a number of authorities are in the process of acquiring the skills and expertise which the PIT brings to Copeland Borough Council.

5. CONCLUSION

That the Management Committee notes the achievements made by the PIT to support the Council’s development in becoming more efficient, enhancing customer transactions and continually improving services.

List of Appendices: Appendix A - Process Improvement Team – Progress Report March 2008

List of Background Documents: None

List of Consultees: Corporate Team, Cllr Giel, Cllr E Woodburn

CHECKLIST FOR DEALING WITH KEY ISSUES

Please confirm against the issue if the key issues below have been addressed. This can be by either a short narrative or quoting the paragraph number in the report in which it has been covered.

| | |
|---|---|
| Impact on Crime and Disorder | None |
| Impact on Sustainability | Work to improve the trade waste service allows the Council to manage better the impact of waste on the environment |
| Impact on Rural Proofing | PIT's improvements to the concessionary travel scheme processes can help people in rural areas to access services more easily |
| Health and Safety Implications | None |
| Impact on Equality and Diversity Issues | PIT's work needs to take account of the Council's policies on equality and diversity. |
| Children and Young Persons Implications | None |
| Human Rights Act Implications | None |